

Job Description

Job title	Electoral Services Support Officer
Salary, Grade and SCP	£24,496 – £26,845, Grade 04, SCP 12 - 17
Service/Team	Smart Cities & Enabling Services / Electoral Services
Responsible to	Senior Manager – Electoral Services
Responsible for staff/equipment	This position will not have any staff management responsibilities
Main purpose of job	<ul style="list-style-type: none"> To provide a board range of specialist electoral administrative duties, including required technical and service specific knowledge, contributing to the effective and efficient delivery of the Electoral Services function.
Key responsibilities	<ul style="list-style-type: none"> Contribute to the preparation and maintenance of the Electoral Register in line with statutory legislation and the Electoral Commission’s performance standards, including research and collating information, providing analysis, and developing supporting materials to implement service improvements and new processes. Plan own workload, aligning the volume of work with the priorities set out by the Senior Manager. Contribute to democratic engagement, by delivering initiatives that raise awareness about registering to vote, developing specialist knowledge of, and engaging with, hard-to-reach groups. Be an integral member of the core team which delivers elections and referenda which will require carrying out a wide range of activities as well as taking a lead, and being responsible for, specific critical tasks.
Key tasks	<ul style="list-style-type: none"> Provide specialist electoral advice, guidance and support to residents and stakeholders, including resolving more complex queries escalated from the contact centre, by using initiative, appropriate analysis and applying technical knowledge. Contribute to the delivery of the electoral registration function in line with regulations. Working on own initiative, this includes both processing, reviewing, and determining applications along with associated correspondence, as well supporting and coaching temporary staff. Recognising any errors or fraudulent activity and taking appropriate action. Use specialist software systems to process personal data, generate queries and reports to analyse collated information to help service delivery. Deliver specific tasks that contribute to the organisation and conduct of all elections and referenda held across the City,

	<p>working to very demanding timescales, taking responsibility for specific areas and providing quality assurance.</p> <ul style="list-style-type: none"> • Undertake specific tasks that contribute to the development, organisation and delivery of new initiatives linked to increasing voter registration and engagement with the democratic process. • Undertake a range of specialist administrative, financial, or transactional functions to support the successful delivery of the Electoral Services function.
<p>Other duties/specific policies e.g., DBS</p>	<ul style="list-style-type: none"> • Be prepared to work additional hours at peak periods (including evenings and weekends). Due to the nature of the role, there are restrictions when annual leave can be taken. • A commitment to continuous improvement. • The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct and all other Council Policies. • The post holder must comply with the Council's Health and safety rules and regulations and with Health and safety legislation. • The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. • To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

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